

From: Deanna St. Louis
To: Microsoft ATR
Date: 1/25/02 12:57pm
Subject: Microsoft Settlement

Please uphold the the ruling in the Microsoft Lawsuit. The settlement is fair, and further action, such as breaking Microsoft up or stiffer penalties, would lead to higher costs for both consumers and for businesses. As a computer user, I have not seen the evidence that they state in this lawsuit.

I use a variety of software from many different manufacturers. Through the years I have used, and still do, a variety of browsers. Internet Explorer is the browser that I prefer for my general web surfing. This is only because I prefer it to Netscape. Before Netscape or IE, I used Mosaic and Spry Mosaic. I have also experienced other browsers, such as Genii and have written my own browser in Java. All these browsers were free, even before Netscape or IE existed. I downloaded them legally free, received them bundled with a software program, or got them from an ISP.

When Netscape became available, I changed from Spry Mosaic. At that time, it had a better interface and more functionality. I then tried Internet Explorer. At first, I did not like IE as much and I was also used to Netscape. However, I continued to use both browsers equally depending on what mood I was in that day. Then newer versions of IE came out with functions and a more professional appearance that I preferred to Netscape's interface. I believe that they were not improving Netscape in its functionality or design.

Both browsers installed has not caused my computer to become unstable. Throughout the years, I never noticed any problems with downloading or getting any browser free and legally, including finding the links to download them. I also, did not purchase other software programs that I use, such as Corel's Word Perfect Suite because it had Netscape or Microsoft's Office because it included IE. Today, I use IE. I still have Netscape installed and use it to test Web Site Development. Because the browser now comes as a part of Windows is not the reason that I prefer it, as I started to prefer IE's functionality far before this occurred. In my position I also have to know about a variety of software programs, including browsers.

I use Linux, and Windows as operating systems. I have found that Windows to be more user friendly. Costs to businesses that had employees who must learn Linux or both operating systems would be high. However it is an alternative operating system for those who want to use it. In that Linux is available, I do not feel that Microsoft has been curtaining software development. I also am concerned that needing to create new chipsets to run new operating systems or different versions will drive the cost of computers up. I am sure that Hardware manufacturers pass the cost of this research and manufacturing onto the general consumer. Unix has the monopoly on the Internet as it runs on more servers than Microsoft products. I do not feel that Microsoft is curtailing the creativity or competition of software developers.

The information that Microsoft has provided in their knowledge base on their product is beyond what most other companies provide to their customers. I appreciate this aspect of Microsoft. Other companies provide little information, and often require a consumer to pay for their repair services for their software products. Giving information about the product would not be a large financial burden to them. Microsoft has been extremely fair to the consumers of their products.

I have had OEM's make changes to the Operating System to make their bundled software run. It has been my experience that this has lead to severe instabilities in the operating system. Our financial world and industry depend upon the stability of that operating system. I feel that any advancement toward this end, whether it is integrating the browser or not allowing changes to the start-up screen is very important.

Computers are not easy to troubleshoot when something goes wrong. It simply makes the technicians job harder and adds more costs to businesses. They can already make enough changes to the windows desktop, to satisfy most general office workers and computer users. Since the world economy and my own work relies upon the stability of the operating system, some standardization may need to be done to continue to provide this growth.

As someone who has used computers, taught computers, developed programs in java, c++, and c, I have not seen the evidence of the issues in the lawsuit. I can only feel that this has been done for other reasons. Since some businesses have made bad business decisions or not produced a superior product, Microsoft should not be broken up or undergo further penalties.